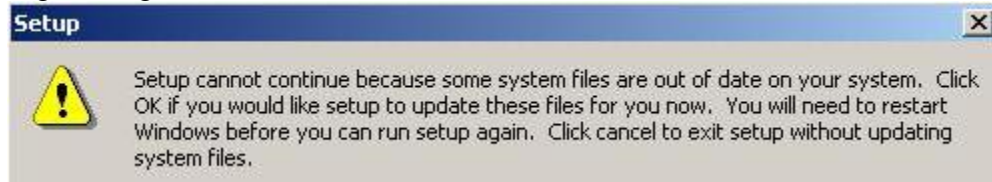## *Troubleshooting*

If you encounter problems during the installation of UFII GamsManager or you are not able to run an optimization with UFII GamsManager you might find some help here.

Problem description: Unable to install UFII GamsManager on Win2000 and you get following message:

Solution: Please make sure that you have the latest Win2000 Service Pack on your system. It is a Microsoft Win2000 problem which can have multiple causes. Please check http://support.microsoft.com/kb/831491/
If no solution described in the link above removes the problem, please install UFII GamsManager on a WinXP system. We are very sorry for this inconvenience, but it is a Microsoft problem which can not be easily influenced by us.

Please note that UFII GamsManager has been designed and tested on WinXP. In combination with Win2000 problems might occur and therefore please use always a WinXP operating system.

Problem description: No GAMS solver found or optimization can not be started, but you can open a file with UFII GamsManager.

Solution:
To obtain a proper configuration you should install GAMS 22 before you install UFII GamsManager. Please make sure that there is a valid full CPLEX enabled GAMS version on your WinXP operating system, otherwise UFII GamsManager can not be configured properly. If you installed CPLEX GAMS 22 after you have installed UFII GamsManager, remove UFII GamsManager and reinstall it (for UFII GamsManager version 3.1.3) or click on 'Additional' and 'Reconfigure' in UFII GamsManager version 3.2.5 and higher. In this way, UFII GamsManager will find all needed GAMS files and will be configured in the proper way.

Problem description: Three problems can result in following UFII GamsManager message: *"During the optimization an error occurred. Please make sure that all needed*

input data is specified. If you are unable to determine the reason for the problem please feel free to contact: michael.stadler@wvnet.at."

Solution 1: It occurs if something is wrong with your GAMS license or CPLEX solver. You are using a free trial version of GAMS without a CPLEX solver or you are not using a proper GAMS license. Check you GAMS license.

Solution 2: Please note that UFII GamsManager has been designed and tested on WinXP. In combination with Win2000 problems might occur and therefore please use always a WinXP operating system.

Solution 3: Wrong data input. Please check your data input.